Key purpose of this document

This document is designed to guide postgraduate research students (with the exception of MSc(Res) and MSt(Res)) through the process of preparing for submission of their postgraduate research thesis at the University of St Andrews.

It is a step-by-step guide to completing the tasks listed in the table of contents and provides specific information to help students answer the questions in the tasks. In addition, it provides information regarding the format of the thesis and a list of key contacts.

This document has been compiled by Academic Registry and the Library.

Contents

What tasks do I need to complete and where can I find them? ................................................................. 2
Task: Declaring your intention to submit or resubmit your thesis ................................................................. 3
Task: Preparing for submission or resubmission of your thesis ................................................................. 4
  Creating your title page .......................................................................................................................... 5
  Creating your declarations ...................................................................................................................... 5
Task: Preparing for submission of your Library copies (i.e. final copies) .................................................. 12
Appendices ............................................................................................................................................. 13
Appendix I: Formatting your thesis ........................................................................................................ 13
  Length of your thesis .......................................................................................................................... 13
  Presentation of your thesis .................................................................................................................. 13
Appendix II: Example of acknowledgements page ............................................................................... 14
Appendix III: Key Contacts .................................................................................................................. 15
  Postgraduate Research team (Academic Registry) ............................................................................. 15
  Theses team (Library) ......................................................................................................................... 15
  Research Data Management team (Library) ....................................................................................... 15
  Print and Design Unit ......................................................................................................................... 15
What tasks do I need to complete and where can I find them?

All students are required to complete the following tasks:

- **Declare my intention to submit my thesis**  
  *(This task is available to you at any time, however, you should only complete this nearing the submission of your thesis)*

- **Preparing for submission of my thesis**  
  *(This task becomes available to you once you have completed the ‘Declare my intention to submit my thesis’ task i.e. pre examination)*

- **Preparing for submission of my Library copies**  
  *(This task becomes available to you once the Pro Dean has approved your examining committee’s final recommendation that the degree be awarded, i.e. post examination)*

Should the final recommendation from the examination of your initial submission be ‘resubmit within 6 or 12 months (whichever is applicable), you will also be required to complete:

- **Declare my intention to resubmit my thesis**  
  *(This task becomes available to you following Pro Dean approval of your examining committee’s recommendation that you resubmit your thesis – you should only complete this nearing the resubmission of your thesis)*

- **Preparing for resubmission of my thesis**  
  *(This becomes available to you once you have completed the ‘Declare my intention to resubmit my thesis’ task)*

The links to the tasks are located in MySaint as follows:

- **Workspace**: My courses
- **Portlet**: My tasks
  - Thesis preparation and examination (PGR)
  
  Link to appropriate task will be displayed to you at the appropriate time
Task: Declaring your intention to submit or resubmit your thesis

You are required to declare approx. 4 months prior to submission or resubmission, when you are intending to submit or resubmit your thesis. You should do this by completing a task in MySaint entitled ‘Declare my intention to (re)submit my thesis’. This enables Academic Registry to ensure that all the necessary administration is in place for examination of your thesis.

In the task you will be asked to provide the following key pieces of information:

- The date of your intention to submit or resubmit your thesis (you will be asked to provide a date range - the date range cannot exceed a four week period and must not go beyond your expected end date).
- The proposed title of your thesis.
- If your research required ethical approval (if the answer to this is ‘yes’, you will be required to upload a copy of your ethical approval letter) – you will not be asked this question if you are resubmitting your thesis.

The PGR team will use the dates you have provided to ensure that the examining committee is in place prior to your submission.

Once you have completed the task, if you wish to amend the dates significantly, please contact the PGR team. If you decide to submit your thesis a day or two before the date you indicated in the task, there is no requirement for you to notify the PGR team.
Task: Preparing for submission or resubmission of your thesis

Both your title page and declarations must be compiled using this task in MySaint.

We strongly advise that, in advance of completing this task, you discuss any requirements for embargo of both the full text of your thesis and underpinning data/digital outputs with your supervisor(s).

Your declarations in your thesis are the basis for any embargo request to the Pro Dean for approval and the PGR team will process any such request when you submit your thesis to them in Academic Registry.

To help inform your discussions with your supervisor(s), the finer details of the questions you will be asked to answer, along with advice from Academic Registry and the Library, are detailed in the pages which follow.

Once the task is complete, you will not be able to go through it again. Should you decide mid-way through the task that you have made a significant error, you should contact the PGR team who will reset the task for you.

Note that, if you are preparing to resubmit your thesis and you already have an approved embargo on any of the following:

- full text of thesis (print)
- full text of thesis (electronic)
- research data/digital outputs

you will not be able to request an alternative embargo. Should you wish to amend or remove an approved embargo, please contact the PGR team directly for advice before completing the task.

Submitting by portfolio

If you have made a request to the Dean/Pro Dean to submit your thesis by portfolio and it has been approved, you will not be asked any of the questions in the ‘Create your declarations’ sections in the pages which follow. Once you have completed the questions to create your title page, you will be taken to the confirmation screen to download/print/save both your title page and standard portfolio declarations.
Creating your title page

In the task, you will be asked to enter:

- your thesis title (the title you provided when you declared your intention to submit or resubmit will be displayed to you and you can update it if required),
- month and year of submission or resubmission for examination.

You will then be able to download/save/print your title page. This is created using a standard template, personalised for you using information we hold on our student records system and the details which you provide in the task.

You will then continue to the declarations.

Creating your declarations

You will be asked the following questions to enable the task to generate your declarations:

Word count

Q What is the word count of your thesis?
It is expected that you enter an 'approximate' length i.e. if your thesis is 79534 words, you would enter 80000. Please do not insert a comma within the number e.g. 80,000.

Assistance in writing your thesis

Q Did you receive any assistance in writing your thesis other than your supervisor(s)?
This is a 'yes', 'no' answer. If you answer 'yes', you are then asked the following two questions:

Q What is the name of the person you received assistance from?
This is a free text box for you to enter the person's name.

Q What did they assist you with?
You are given 4 options i.e. Language, Grammar, Spelling and Syntax. You must select at least one of the options.

Acknowledgement of funders

Q Did you receive funding from an organisation or institution?
This is a 'yes', 'no' answer. Depending on your answer, it displays a note of what will be stated in your declarations.

Useful background information about funders

Most major research funders include in the terms and conditions of their grant awards a requirement for students to acknowledge in their theses the support received from the funder in question.

For all funded theses, postgraduate research students must include a sentence in the acknowledgement section of the full text of the thesis to acknowledge that funding, for example,

This work was supported by the XXXX Research Council [grant number xxxx].  
This work was supported by the University of St Andrews (School of Biology).

(The first suggested form for this acknowledgement is taken from the former Research Information Network’s Guidance on the Acknowledgement of Funders in Scholarly Journal Articles.)

The statement should be repeated for multiple funders. See Appendix II for an example of an acknowledgements page.

In addition, for all funded theses, postgraduate research students should submit funder and grant information as part of the thesis metadata submission process into the St Andrews Research Repository. Appropriate metadata fields and help information will be provided in the submission form.
Copyright

Q Does your thesis contain any third party material that requires copyright clearance?
This is a 'yes', 'no' answer. Depending on your answer, it displays some relevant information. More general information can be found in the box below.

Useful background information about copyright

“Your print thesis is an unpublished work and has historically been viewed as an examination script. Copying for the purpose of examination is now provided for under ‘Illustration for instruction’ (CDPA s.32, June 2014) and so the legislation allows you to include third party copyright material provided it’s accompanied by sufficient acknowledgement and its use is considered ‘fair dealing’, i.e. the amount of the work being copied is reasonable and proportionate for your purposes.

Your digital (electronic) thesis will be made available online, and is therefore deemed to be published so you will have different responsibilities with regard to any third party copyright material you use, e.g. quotations and extracts from other people’s publications, i.e. books and journals, illustrations, photographs, diagrams, maps, graphs. If you are unable to obtain permissions then you may need to consider embargoing part of your electronic thesis.” Extract from the GRADskills Microsoft PowerPoint presentation, ‘Copyright 101 November 2016’, available on the Library’s Theses webpage.

In order to comply with copyright requirements in your electronic thesis, you may need to contact copyright holders to seek permission to use certain material in your electronic thesis. (A suitable letter template is available on the University’s Copyright webpage.)

If you do need copyright permissions but are unable to obtain them immediately, the Library will accept a redacted version of your electronic thesis with the uncleared material temporarily removed. The Library would also still require a complete, intact version of your electronic thesis which could be made available once all copyright permissions were obtained, (pending any embargoes requested). Please ensure that you liaise directly with the Repository Theses team for advice.

Permission for publication (Full text of thesis)

Before you submit your thesis for examination, decide whether or not you need to request an embargo in your declaration. (An embargo means that public access to the thesis is restricted for a certain amount of time.)

Useful background information about embargo

Make sure you discuss any potential need for an embargo with your supervisor(s) in plenty of time. You can request an embargo on the grounds that publication would:

- be commercially damaging to the researcher, or to the supervisor, or the University
- preclude future publication
- be in breach of law or ethics

You may want to have different embargoes for the print and electronic copies of your thesis. The print copy of your thesis will be available for consultation only in the Library. On the other hand, the electronic copy will be uploaded to the St Andrews Research Repository and will be available online globally.

You also have the option to apply an embargo to the title and/or abstract of your thesis in addition to the full text. So your embargo options would be an embargo on:

- the full text of your thesis – in which case the abstract would be available in the St Andrews Research Repository, and the title would be available in the St Andrews Research Repository and the Library catalogue, SAULCAT.
- the full text and the abstract of your thesis - in which case the title would be available in the Library catalogue, SAULCAT.
- the full text, the abstract, and the title of your thesis - in which case none of the three would be available in the St Andrews Research Repository or the Library catalogue, SAULCAT. (The title of your thesis would be published however in the Graduation booklet.)
If you embargo part(s) of the printed copy of your thesis, then the part(s) would have to be bound separately from the rest of the thesis in order that the remainder can be made accessible. This can be done in two ways dependent on how the embargoed part(s) is/are organised. (In either case, two bound volumes will be needed.)

- If the embargoed part(s) can be meaningfully placed in one volume, then you can submit a two-volume set; one volume containing the embargoed material, and one volume containing the accessible material.
- If the above isn’t possible, you can submit one volume containing the complete text of your thesis, (which will be available once your embargo has expired), and one volume containing your thesis with the embargoed part(s) removed.

Printed copy of your thesis

Q Would you like to embargo the printed copy of your thesis?
This is a ‘yes’, ‘no’ answer. If you answer ‘no’, you move on to the ‘Electronic copy of your thesis’ section. If you answer ‘yes’, you are asked the following questions:

Q Would you like to embargo all or part of the printed copy of your thesis?
You can select either ‘all’ or ‘part’.

Note that ‘all’ or ‘part’ does not include the title and abstract. If you choose to embargo, you will be asked separately if you would like to embargo your title and/or abstract of the full text of your thesis.

If you embargo part of the printed copy of your thesis, you will be required to submit two hardbound copies for the Library (i.e. your final copies):
- One copy will contain your complete thesis
- One copy will contain your thesis without the part(s) you have embargoed
- You may substitute a two volume set instead of two copies if all the embargoed material is arranged into a separate hardbound volume.

If you choose ‘part’, you are asked the following question:

Q What part(s) of your thesis would you like to embargo?
This is a free text box. You should enter the part(s) separated by commas e.g. Chapter 3, Chapter 6, Appendix I and II. Do not list one under another.

Q How long would you like to embargo the printed copy of your thesis for?
This is a drop down list which allows you to select 1 year or 2 years or 3 years or 4 years or 5 years or More than 5 years.

If you choose ‘More than 5 years’, you are given the following instruction:

Please enter the actual number of years you would like to embargo the printed copy of your thesis for, or select permanent if you would like to request a permanent embargo.
There is a free text box to enter the number of years e.g. 7 or a checkbox to select if you wish to request a permanent embargo.

It should be noted that initial embargos are normally requested up to a maximum of five years.

Any requests for more than 5 years embargo require special permission from the Pro Dean and will only be granted in exceptional circumstances.

The Library will not lift an embargo before confirming with you and your supervisor that you do not intend to request a continuation. In the absence of an agreed response from both you and your supervisor, the Head of your School will be consulted.
Please note that the **total period of an embargo**, including any continuation is **not expected to exceed ten years**.

Q **On what grounds have you requested an embargo on the printed copy of your thesis?**
You must select at least one of the following:
- Publication would be commercially damaging to the researcher, or to the supervisor, or the University
- Publication would preclude further publication
- Publication would be in breach of law or ethics

Q **Supporting statement**
This is a free text box to allow you to provide a statement to support your request for embargo. This does not need to be a lengthy statement. Some examples are:
- I have a patent pending.
- I have a publishing contract pending.
- My research includes interviews with individuals whose lives may be at risk should my research be made publicly available.
- My research was sponsored/funded by a commercial company and there are conditions on my research being made publicly available.

**Electronic copy of your thesis**

These are the same basic questions as for the Printed copy of your thesis.

Q **Would you like to embargo the electronic copy of your thesis?**
This is a ‘yes’, ‘no’ answer. If you answer ‘no’, you move on to the ‘Permission for publication of underpinning research data/digital outputs’ section. If you answer ‘yes’, you are asked the following questions:

Q **Would you like to embargo all or part of the electronic copy of your thesis?**
You can select either ‘all’ or ‘part’.

Note that ‘all’ or ‘part’ does not include the title and abstract. If you choose to embargo, you will be asked separately if you would like to embargo your title and/or abstract of the full text of your thesis.

If you embargo **part** of the electronic copy of your thesis, you will be required to submit **two** electronic copies for the Library (i.e. your final copies):
- One copy will contain your complete thesis
- One copy will contain your thesis without the part(s) you have embargoed

If you choose ‘part’, you are asked the following question:

Q **What part(s) of your thesis would you like to embargo?**
This is a free text box. You should enter the part(s) separated by commas e.g. Chapter 3, Chapter 6, Appendix I and II. Do not list one under another.

Q **How long would you like to embargo the electronic copy of your thesis for?**
This is a drop down list which allows you to select 1 year or 2 years or 3 years or 4 years or 5 years or More than 5 years.

If you choose ‘More than 5 years’, you are given the following instruction:

Please enter the actual number of years you would like to embargo the electronic copy of your thesis for, or select permanent if you would like to request a permanent embargo.
There is a free text box to enter the number of years, e.g. 7 or a checkbox to select if you wish to request a permanent embargo.

It should be noted that initial embargos are normally requested up to a maximum of five years.

Any requests for more than 5 years embargo require special permission from the Pro Dean and will only be granted in exceptional circumstances.

The Library will not lift an embargo before confirming with you and your supervisor that you do not intend to request a continuation. In the absence of an agreed response from both you and your supervisor, the Head of your School will be consulted.

Please note that the total period of an embargo, including any continuation is not expected to exceed ten years.

Q On what grounds have you requested an embargo on the electronic copy of your thesis?
   You must select at least one of the following:
   • Publication would be commercially damaging to the researcher, or to the supervisor, or the University
   • Publication would preclude further publication
   • Publication would be in breach of law or ethics

Q Supporting statement
   This is a free text box to allow you to provide a statement to support your request for embargo. This does not need to be a lengthy statement. Some examples are:
   I have a patent pending.
   I have a publishing contract pending.
   My research includes interviews with individuals whose lives may be at risk should my research be made publicly available.
   My research was sponsored/funded by a commercial company and there are conditions on my research being made publicly available.

Note that you will only be shown the following regarding the title/abstract of the full text of your thesis if you have requested an embargo on the print and/or electronic copies.

Permission for publication (title/abstract for full text of thesis)

Title and abstract

Q Would you like to embargo the title and/or abstract of your thesis?
   You must select one of the following:
   • No, I agree to the title and abstract being published.
   • Yes, I require an embargo on the title and/or abstract of my thesis.

If you answer, ‘yes’, you are required to select one of the following:
   • I require an embargo on the title and abstract, but I understand that the title will be used in the graduation booklet.
   • I require an embargo on the abstract only.
Permission for publication of underpinning research data or digital outputs

Useful background information about underpinning research data/digital outputs

The University and all major research funders have requirements on the deposit and sharing of research data or research digital outputs that are created or collected as part of any research project, including data or digital objects underpinning your thesis. You should, therefore, check if specific funders’ requirements apply to your work and what you can do to meet them.

If your research is subject to requirements to deposit data/digital outputs then, in addition to deciding whether or not you need to request an embargo on the full text of your thesis, you would also have to decide whether or not there is a need to embargo the data/digital outputs.

As for the full text, the matter of an embargo on data or digital outputs should be discussed with your supervisor(s) as early as possible. Similarly to the full text, you can request an embargo on the grounds that publication would:

- be commercially damaging to the researcher, or to the supervisor, or the University, (for example, intellectual property rights)
- preclude future publication
- be in breach of law or ethics or data protection.

Deposit of your research data/digital output is via PURE, the institutional research information system and can be deposited before or after submission of your thesis for examination. For advice and assistance, please, contact the Research Data Management team (research-data@st-andrews.ac.uk) or visit the research data management website.

Underpinning research data or digital outputs

Q Is your thesis based on original research data/digital outputs that are subject to the requirements of the University or the funding body to deposit them?
This is a ‘yes’, ‘no’ answer. If you answer ‘no’, you move on to the ‘Confirmation’ section where you can download/save/print both your title page and declarations. If you answer ‘yes’, you are asked the following question:

Q Would you like to embargo your research data/digital outputs?
This is a ‘yes’, ‘no’ answer. If you answer ‘no’, you move onto the ‘Confirmation’ section where you can download/save/print both your title page and declarations. If you answer ‘yes’, you are asked the following questions:

Q Would you like to embargo all or part of your research data/digital outputs?
You can select either ‘all’ or ‘part’.

Note that ‘all’ or ‘part’ does not include the title and description. If you choose to embargo, you will be asked separately if you would like to embargo your title and/or description of your underpinning research data/digital outputs.

If you choose ‘part’, you are asked to answer the following question:

Q What part(s) of your thesis would you like to embargo?
This is a free text box. You should enter the part(s) separated by commas e.g. data files 010, 065, 090, folder 1. Do not list one under another.

Q How long would you like to embargo your research data/digital outputs for?
This is a drop down list which allows you to select 1 year or 2 years or 3 years or 4 years or 5 years or More than 5 years.

If you choose ‘more than 5 years’, you are given the following instruction:
Please enter the actual number of years you would like to embargo the underpinning research data/digital outputs for, or select permanent if you would like to request a permanent embargo. There is a free text box to enter the number of years e.g. 7 or a checkbox to select if you wish to request a permanent embargo.

It should be noted that initial embargos are normally requested up to a maximum of five years.

Any requests for more than 5 years embargo require special permission from the Pro Dean and will only be granted in exceptional circumstances.

The Library will not lift an embargo before confirming with you and your supervisor that you do not intend to request a continuation. In the absence of an agreed response from both you and your supervisor, the Head of your School will be consulted.

Please note that the total period of an embargo, including any continuation is not expected to exceed ten years.

Q On what grounds have you requested an embargo on your research data/digital outputs?
You must select at least one of the following:
- Publication would be commercially damaging to the researcher, or to the supervisor, or the University (e.g. Intellectual Property Rights)
- Publication would preclude further publication
- Publication would be in breach of law or ethics or data protection

Q Supporting statement
This is a free text box to allow you to provide a statement to support your request for embargo. This does not need to be a lengthy statement. Some examples are:
- I have a patent pending.
- I have a publishing contract pending.
- My research includes interviews with individuals whose lives may be at risk should my research be made publicly available.
- My research was sponsored/funded by a commercial company and there are conditions on my research being made publicly available.

Note that you will only be shown the following regarding the title/description if you have requested an embargo on your underpinning data/digital outputs.

**Permission for publication of underpinning research data or digital outputs (title/description)**

**Title and description**

Q Would you like to embargo the title and/or description of your research data/digital outputs?
This is a ‘yes’, ‘no’ answer. If you answer ‘no’, you move on to the ‘Confirmation’ section where you can download/save/print both your title page and declarations. If you answer ‘yes’, you are required to select one of the following:
- I require an embargo on the title and description
- I require an embargo on the description only

**Confirmation**

You are provided with two links – one to your title page and one to your declarations. You can download/save/print both for insertion into your thesis.

Both are created using a standard template, personalised for you using information we hold on our student records system and the details which you provide in the task.
Task: Preparing for submission of your Library copies (i.e. final copies)

The questions you are asked in the ‘Preparing for submission of my Library copies’ task are the same as for initial submission i.e. as detailed on the previous pages with a couple of exceptions:

1. If you have an approved embargo on any of the following:
   - full text of thesis (print)
   - full text of thesis (electronic)
   - research data/digital outputs
   you will not be able to request an alternative embargo. Should you wish to amend or remove an approved embargo, please contact the PGR team directly for advice before completing the task.

2. You are asked to confirm/update your home email address.

At the point you are completing the above task, you will have received an emailed letter from the Pro Dean approving your examining committee’s final recommendation. Attached to the email will be a document advising of the procedures for submitting your Library copies.

Following the submission of your final (Library) copies to Registry (Postgraduate Research) you are required to register with the St Andrews Research Repository to provide information about the final version of your thesis as a requirement of the mandatory electronic deposit of your thesis.
Appendices

Appendix I: Formatting your thesis

Length of your thesis

The length of your thesis is dependent on the degree you are being examined for. In general, the maximum length of your thesis (excluding bibliography and appendices) should not exceed:

- Doctorate (excluding Doctor of Medicine) 80,000 words
- Doctorate (MD – Doctor of Medicine) 50,000 words
- Masters 40,000 words

The above word limits include footnotes and edited original documents and texts.

Full details can be found in the Postgraduate Senate Regulations.

Note that permission to exceed the word limit must be obtained by the Pro Dean well in advance of submission. Please contact the PGR team for advice in the first instance.

Presentation of your thesis

Your thesis must be written in English unless the Pro Dean has given special permission for another language to be used. Graphic data can be presented in coloured form, for example, graphs, photographs, chemical structures.

You may submit supplementary data in the form of a CD. The CD should be placed in a protective envelope and housed in a wallet that is firmly attached to the rear inside cover of each copy of the thesis. The data may be presented in any suitable modern package but you are also advised to present your data as a text file in which individual items of numeric data are separated by commas. The latter format is readable by all data analysis packages.

Unless the Pro Dean has given permission for another format to be used, your thesis should be word processed in single, 1.5 or double line spacing. Double-sided submission is encouraged and the margins should be no narrower than 30 mm.

Examination copies of your thesis are to be printed and bound in soft bound format and this can be arranged with the University’s Print & Design Unit. Three copies must be submitted (four copies may be required depending on the composition of your examining committee). Note that one copy of your thesis will be returned to you post examination by the Convenor of your Examining Committee.

All copies must contain the following:

- A title page with the title of the thesis, the name of the candidate, the name of the degree, and the date of submission or resubmission.
- An abstract of the thesis of not more than 300 words (in the exceptional case of a thesis written in a foreign language a summary in English of between 2,000 and 3,000 words is required as well as the abstract).
- Declarations pages (including embargo requests) signed by both you and your supervisor (signatures must be handwritten although these could be scans of handwritten signatures).
- Ethical approval letter (if applicable).
Appendix II: Example of acknowledgements page

A blank Microsoft Word template for the Acknowledgements page is available in MySaint (same location as your tasks).

General acknowledgements

I'd like to thank the following for their help and support . . .

Funding

This work was supported by the Engineering and Physical Sciences Research Council [grant number EP/L1234567/8]; the Arts and Humanities Research Council [grant number 47456]; and the Economic and Social Research Council [grant number 576879].

Research Data/Digital Outputs access statement

Research data underpinning this thesis are available at https://doi.org/10.4225/15/55D51A334B70777

OR

Digital outputs underpinning this thesis are available at https://doi.org/10.4225/15/55D51A334B70777
Appendix III: Key Contacts

In addition to discussing submission of your thesis with your supervisor team, advice and information can also be sought from Academic Registry, the Library and the Print and Design Unit.

Postgraduate Research team (Academic Registry)

Provides general information regarding submission of your thesis and, most importantly, you submit your thesis directly to the PGR team.

Address
Old Burgh School
Abbey Walk
St Andrews
KY16 9LB

Email
researchpg-reg@st-andrews.ac.uk

Tel
+44(0)1334 463084

Theses team (Library)

Provides information regarding on full text of thesis including copyright, embargoes, funder acknowledgement, registering with the repository.

Email
digirep@st-andrews.ac.uk

Tel
+44(0)1334 462302/2299

Research Data Management team (Library)

Provides information regarding research data and research digital outputs including deposit and embargoes.

Email
research-data@st-andrews.ac.uk

Tel
+44(0)1334 462343

Print and Design Unit

Provides information regarding printing and binding your thesis.

Email
printanddesign@st-andrews.ac.uk or printunit@st-andrews.ac.uk

Tel
+44(0)1334 463020 or +44(0)1334 463030